

CIGNA HealthCare of Texas, Inc.

Houston/South Texas

Survey (CAHPS™ 4.0H) Results

Percentage who assigned a rating of **6 or lower** to their

Percentage who assigned a rating of **7 or 8** to their

Percentage who assigned a rating of **9 or 10** to their

State Average

where **0 = the worst possible** and **10 = the best possible**

Health Plan

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

21%

38%

41%

Health Care

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

15%

38%

47%

Personal Doctor

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

11%

27%

62%

Specialist

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

11%

26%

63%

Percentage who said they **sometimes or never...**

Percentage who said they **usually...**

Percentage who said they **always...**

State Average

Got Needed Care

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

14%

33%

53%

Got Care Quickly

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

15%

29%

57%

Had Plans Handle Claims Quickly & Correctly

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

12%

32%

57%

Got Efficient & Helpful Customer Service

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

18%

26%

57%

Had Doctors Communicate Well

Failed to report by service area as required by Chapter 108.009 (o) of the Texas Health & Safety Code.

8%

22%

70%